



SC-PAY GRADE 9

## **CLERK IV**

### **DUTIES AND FEATURES OF THE CLASS:**

This position provides skilled and responsible administrative support involving direct and general supervision of clerical tasks in an office setting and provides support to the departmental Director/Manager as needed. The work requires the exercise of judgment and tact in dealing with the public and the ability to handle confidential information. This position may or may not supervise individuals.

### **EXAMPLES OF WORK:**

Plans, coordinates and directs office support activities to relieve an administrative/technical superior of day-to-day administrative tasks; analyzes and makes recommendations regarding operating practices and procedures to include some or all of the following: personnel, workflow, cost reduction recordkeeping, performance standards, equipment and supply utilization, to ensure smooth and efficient office operation; implements new and revised procedures; performs related work as required.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Knowledge of department operation and goals; knowledge of department policies & procedures; knowledge of legal requirements related to department; knowledge of the principles and practices of office management, planning, organization, general administration, supervision; skill in managing work through others to achieve departmental goals; ability to handle complaints tactfully and thoroughly; skill in the compilation, research, analysis of information; ability to establish and maintain effective working relationships with staff, department heads, representatives from other agencies and the general public.

### **QUALIFICATIONS:**

Minimum High School Diploma or GED; experience in coordinating administrative operations or functions such as coordinating organizational operations or components of functional programs, tracking workflow and resolving problems, providing guidance and consultation to management, customers and others on administrative matters; experience in data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others; experience in creating reports which includes combining and presenting data from multiple sources in an organized format; proficiency in Microsoft Office (Word, Excel, Outlook, and

PowerPoint) is required; excellent customer service skills; excellent verbal and written communication skills; knowledge of staff supervision which includes planning, assigning, reviewing, and evaluating the work of others is preferred.

**ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- 35-hour work week (Monday - Friday 8:30 A.M. to 4:30 P.M.)
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing

Revised 5/2019